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I am totally blind, so hand-written communication is impossible for me to access. Through my work in the disability community, I have observed how disrespectfully the public is to people who have difficulty speaking clearly. Often they are treated as if they are mentally impaired. One of my co-workers had a masters degree in journalism, a quick lively wit, but she was often treated badly by those who refused to take the time to listen to her.

--Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks.

--Operators should tell callers that everything is confidential.

--People with a speech disability need an easy way to reach Speech-To-Speech.

--The FCC must stop people in jails from abusing STS.

--More people with speech disabilities need to be taught to use STS.

--All these statements also apply to people who use STS on the computer.

--There should be competition, as that makes STS work better.

--The operators need to be paid enough so that they do a good job, and they need good training.

----- I support all of the above statements. Full inclusion for all means a more diverse energetic society that has much to gain from those who would otherwise be overlooked and marginalized. We all gain when a helping hand is extended.

Never doubt that a small group of thoughtful committed citizens can change the world. Indeed it is the only thing that ever has. Margaret Mead